

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Cancelled)

2. (Cancelled)

3. (Cancelled)

4. (Cancelled)

5. (Currently Amended) [The method recited in claim 4, further comprising the step of] A method of documenting a failure in a telecommunications network, comprising the steps of:

defining a component structure for elements in the network, wherein the defining step comprises the step of sectionalizing the elements into their basic component structures to quantify failures of the elements at a level of the component structures, and wherein the sectionalizing step comprises the step of sectionalizing the elements into a plurality of levels corresponding to parts in the network elements;

determining if any of the component structures are in failure in the network;

associating, based on the determined failure of at least one of the component structures, a customer circuit terminating on a node wherein the component structure is in failure; and

automatically generating a trouble ticket based on the associated failed network component with the node, wherein the generating step comprises the step of generating an element trouble ticket which documents a failure of an element in the network; and

generating a service trouble ticket in response to the generation of the element trouble ticket which documents all circuits in the network that are experiencing failure as a result of the failure of the network element.

6. (Original) The method recited in claim 5, wherein the step of generating a service trouble ticket generates a plurality of service trouble tickets, each of the service trouble tickets documenting a failure of a separate circuit in the network which results from the network element failure.

7. (Original) The method recited in claim 6, further comprising the step of invoking a maintenance function in response to at least one of the generated service trouble tickets, the maintenance function operable for diagnosing the failure of the network element.

8. (Original) The method recited in claim 7, further comprising the step of invoking a customer care function for providing to a customer a status of a circuit affected by the network element failure.

9. (Original) The method recited in claim 8, wherein the invoking of the customer care function step comprises the step of entering comments to service tickets automatically to update customers concerning status of the network failures.

10. (Original) The method recited in claim 9, further comprising the step of making available the trouble tickets over a medium to a customer.

11. (Original) The method recited in claim 10, wherein the medium comprises the Internet.

12. (Cancelled)

13. (Cancelled)

14. (Cancelled)

15. (Cancelled)

16. (Cancelled)

17. (Cancelled)

18. (Cancelled)